



**BUSINESS SERVICE OFFICER 2 (SPECIALIST) – Class Code:4970 Exam Code: 3PB1801**  
**BUSINESS SERVICE OFFICER 2 (SUPERVISOR) – Class Code: 4973 Exam Code: 3PB1802**

Department(s): Alcohol Beverage Control  
Board of Equalization  
California Conservation Corps  
California Department of Human Resources  
California Public Employees Retirement System  
California Public Utility Commission  
California State Lottery  
California State Teachers Retirement System  
California Technology Agency  
Department of Business Oversight  
Department of Child Support Services  
Department of Community Services and Development  
Department of Conservation  
Department of Consumer Affairs  
Department of Education  
Department of Finance  
Department of Forestry & Fire Protection  
Department of Health Care Services  
Department of Insurance  
Department of Justice  
Department of Motor Vehicle  
Department of Parks and Recreation  
Department of Public Health  
Department of Rehabilitation  
Department of Resources Recycling & Recovery  
Department of State Hospitals  
Department of Veterans Affairs  
Franchise Tax Board  
Government Operations Agency  
Office of Statewide Health Planning & Development  
Secretary of State  
State Compensation Insurance Fund  
State Personnel Board

Opening Date: 10/25/13  
Final Filing Date: Continuous  
Type of Examination: Multi-Departmental Open  
Salary: MONTHLY-RANGED-SALARY  
Business Service Officer 2 (Specialist) - \$4009.00 - \$4874.00  
Business Service Officer 2 (Supervisor) - \$4216.00 - \$5079.00

**EEO**

An equal opportunity employer to all regardless of race, color, religion, sex, gender identity or expression, national origin, age, ancestry, disability, marital status, political affiliation, sexual orientation, or genetic information.

**DRUG-FREE STATEMENT**

It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective, because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

### WHO SHOULD APPLY?

Applicants who meet the Minimum Qualifications as stated on this bulletin may apply for and take this examination.

Once you have taken the examination, you may not reapply for twelve (12) months.

### FILING INSTRUCTIONS

**Final Filing Date:** Continuous

**Where to Apply:** Click the link at the bottom of this bulletin.

### SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special assistance or special testing arrangements, contact the California Department of Human Resources (CalHR), Examination Services at (866) 844-8671, or via the California Relay Service for the Deaf or Hard of Hearing at (800) 735-2929 from TTY Phones and (800) 735-2922 from voice phones.

### ELIGIBLE LIST INFORMATION

An open merged list will be established by the California Department of Human Resources for use by the State departments listed in this bulletin. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of date. Eligibility expires twelve (12) months after it is established. Competitors may only take the Training and Experience Examination once during any twelve (12) month period.

### REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken.

### MINIMUM QUALIFICATIONS

**Business Service Officer 2 (Specialist)**  
**Business Service Officer 2 (Supervisor)**

**Either I**

One year of experience in the California state service performing the duties of a Business Service Officer I (Specialist) or (Supervisor); Procurement and Services Officer I; Hospital General Services Administrator I; or of a Staff Services Analyst, Range C; [in a business service assignment](#).

**Or II**

Experience: Two years of [technical experience beyond the Trainee level](#) in one or a combination of the following:

1. [Negotiation of commercial, industrial, or office leases for buildings](#). Or
2. [Management of industrial or office buildings with responsibility for maintenance, repairs, equipment and service](#). Or
3. [Preparation of working plans and technical specifications, and solicitation and awarding of bids for alterations to, construction or purchase of commercial, industrial, or office buildings or major](#)

- [equipment.](#) Or
4. [Business service contract management and oversight.](#)

[Experience in California state service applied toward this requirement must include one year performing the duties of a class at a level of responsibility equivalent to that of a Business Service Officer I (Specialist or Supervisor).] and

Education: [Equivalent to graduation from college.](#) (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

## POSITION DESCRIPTION

### **Business Service Officer 2 (Specialist)**

Under direction, incumbents either (1) perform the more difficult and complex technical and analytical work of a business service nature in a wide variety of functions; or (2) in a medium to large business service office, are assigned responsibility for one or more of the most difficult and complex technical/analytical functions which are Facilities Planning and Acquisition and Contracts; or (3) in larger offices, may assist with the performance of most complex functions. The level of analytical work performed is described as a mix of that which would be appropriate for a Staff Services Analyst/Associate level analysts.

Positions are nonsupervisory but may serve as lead over lower level staff.

### **Business Service Officer 2 (Supervisor)**

Under direction, incumbents either (1) supervise all of the business service functions of a small-to medium-sized business service office and may personally perform the more difficult and complex technical and analytical work; or (2) in larger offices, supervise one or more business service functions of average difficulty, or may assist with the performance of other difficult and complex work.

Incumbents typically supervise seven to twelve staff of which one or more are Business Service Assistant (Specialist) or Business Service Officer I (either Specialist or Supervisor). Other classes supervised may include general clericals, Materials and Stores Supervisors, Property Controllers, Mailing Machine Operators, and Stock Clerks.

## EXAMINATION INFORMATION

### TRAINING AND EXPERIENCE EVALUATION-Weighted 100%

The examination will consist of solely of a Training and Experience Evaluation. To obtain a position on the eligible list, a minimum score of 70% must be received. An applicant will receive his/her score upon completion of the Training and Experience Evaluation process.

[Click here to view the Training and Experience Evaluation.](#)

## KNOWLEDGE AND ABILITIES

### A. Knowledge of:

- English grammar and punctuation
- Principles and practices of public administration
- Financial record keeping
- Office and automotive equipment and supplies
- Bases for property values and the legal forms
- Procedures and requirements necessary in property transactions
- Building management including office layout, lighting, heating and ventilation
- Personnel management and supervision \*
- The department's Affirmative Action Program objectives \*

- A supervisor's role in the Affirmative Action Program and the processes available to meet affirmative action objectives \*

*\* Pertains only to Business Service Officer 2 (Supervisor)*

B. Ability to:

- Communicate effectively
- Learn rapidly
- Follow directions
- Analyze data accurately
- Reason logically
- Maintain the confidence and cooperation of those contracted during the course of work
- Utilize good work habits
- Write specifications
- Determine whether incoming materials, supplies and equipment meet the standards set up in these specifications
- Utilize office and automotive equipment and supplies effectively and economically
- Prepare rough sketches of proposed alterations and repairs to premises and estimate costs
- Inspect miscellaneous properties and equipment and correctly report their conditions and recommend replacements
- Plan and direct the work of others
- Successfully negotiate agreements for office space, equipment, supplies and services
- Prepare budgetary data on such needs
- Analyze situations and problems accurately and take an effective course of action
- Estimate future needs and cost of equipment, supplies and services and prepare budgetary data on such needs \*
- Effectively contribute to the department's affirmative action objectives \*

*\* Pertains only to Business Service Officer 2 (Supervisor)*

## VETERANS' PREFERENCE

Veterans' Preference will be granted for this examination. Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent-disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

## CAREER CREDITS

Career Credits **will not** be added to the final score for this exam, because it does not meet the requirements to qualify for Career Credits.

## CONTACT INFORMATION

If you have any questions concerning this examination bulletin, please contact:

California Department of Human Resources (CalHR)

Attn: Examination Services

1515 "S" Street, North Bldg Ste. 400

Sacramento, CA 95811

1-866-844-8671

California Relay Service: 1-800-735-2929 (TTY), 1-800-735-2922 (Voice)

TTY is a Telecommunications Device for the Deaf, and is reachable only from phones equipped with a TTY Device.

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov) and local offices of the Employment Development Department.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The California Department of Human Resources** reserves the right to revise the examination plan to better meet the needs of the service, should the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

**Candidates needing special testing arrangements** due to a disability must select the appropriate box on the self-scheduling examination and will be contacted by the testing department.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**Bulletin Release Date:** This examination bulletin was released and posted on [www.jobs.ca.gov](http://www.jobs.ca.gov) on 10/25/13. Last updated on 10/24/13.

**Veterans' Preference:** Effective January 1, 2014, in accordance with Government Codes 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2) An entrance examination is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at <http://jobs.ca.gov/Job/VeteransInformation>, and the Department of Veterans Affairs.

## TAKING THE EXAM

**After clicking the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.**

**[Click here to go to the Training and Experience examination for Business Service Officer 2 \(Specialist\) and Business Service Officer 2 \(Supervisor\).](#)**